

Export

Peak Incident Management System

Call Reference	PC0088573	Call Logger	Customer Call -- EDSC
Release	Targeted At -- BI_3S30R-Authorised	Top Ref	FSTK_2_0_WP16251 & 16252
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	24/03/2003	Effort (Man Days)	0
Summary	Audit Data Extraction Problems		
All References	Type	Value	
	Other	JHAudit	
	Fast track fix	FSTK_2_0_WP16251 & 16252	
	Release PinICL	PC0090083	
	Work Package	PWY_WP_16251	
	PowerHelp	E-0303190746	
	Work Package	PWY_WP_16252	
	Release PinICL	PC0090085	

Progress Narrative

Date:19-Mar-2003 16:24:00 User:Customer Call_
CALL PC0088573:Priority B:CallType L - Target 24/03/03 16:24:33
19/03/03 16:11 (1) When files are selected for an outlet which has one or two leading zeroes the wrong data files are identified and after extraction data for the outlet will not be found.
(2) When a file fails to extract cleanly from DLT and is re-extracted ,. even though the file passes a seal check it is still reported as 'seal failure'.
(3) When files for AP Client TVLL&T are extracted the seal status stays as 'requested' even when the file has been successfully seal checked.
The end-user impact is as follows:
It is not possible to perform Audit Record Queries for some Outlets as required by the contract.
It is not possible to provide contractual evidence to the Prosecution Support Witness statement as to the 'data integrity' of files for an ARQ in some instances
19/03/03 16:16 GB082760
Information: Please forward to EDSC to raise a PinICL on Richard Laking
19/03/03 16:17 SYSADM
Open OTI: Automatic Open OTI
***Updated by Robert Congerton at 19/03/03 16:17:33
19/03/03 16:17 GB082760
REASSIGN: Call # E-0303190746 was Reassigned from Robert Congerton, Group HSH5 to Group EDSC1
F) Call details
Diagnostician name:
Customer opened date 19/03/2003 16:11:23
CALL PC0088573 opened

Date:19-Mar-2003 16:34:00 User:Barbara Longley
Target Release updated to BI_3R-Provisional
Product Infrastructure Audit added
F) Response :
Prescan: Routing call to Richard Laking in Audit-Sup, via QFP.
[END OF REFERENCE 33942914]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: QFP
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:19-Mar-2003 21:31:00 User:Lionel Higman
The Call record has been transferred to the Team: Audit-Sup
Hours spent since call received: 0 hours

Date:20-Mar-2003 07:33:00 User:Del (04/03 Richard Laking)
The call summary has been changed from:-
(1) When files are selected for an outlet which ha
The call summary is now:-
Audit Data Extraction Problems
The call references have been updated. They are now:-
ORIGINATOR : Phelp

T PowerHelp : E-0303190746
Other : JHAudit

Date:20-Mar-2003 07:42:00 User:Bryan Muir

F) Response :
LIVE FIX IMPACT
COST: 1.0 man day to fix and handover
IMPACT ON DEVELOPMENT: Low. This fix can be (incrementally) implemented within the current development schedule.
IMPACT ON USER: High. Without this change the impact on the customer could be significant, in that supplied contractual evidence could be challenged in court.
IMPACT ON OPERATIONS: None.
RISK: Low. This change is to be implemented in the Audit Extractor CLIENT on the Audit workstations, 1 executable needs to be replaced, and 1 stored procedure in the Seal database.
TARGET RELEASE: Recommendation: BI3S30R, because of the potential to provide invalid data to the customer.
Lionel, this is the outstanding PinICL that needs to be targetted at BI3S30R, and as mentioned on the phone. BSM
[END OF REFERENCE 33945287]
Responded to call type L as Category 55 -Live Fix Impact Supplied
The response has been flagged to the gateway team for validation

Date:20-Mar-2003 07:43:00 User:Bryan Muir

The Call record has been transferred to the Team: RelMngmntForum
Defect cause updated to 14:Development - Code
Hours spent since call received: 0.2 hours

Date:27-Mar-2003 10:43:00 User:Tyrone Cozens

Target Release updated to BI_3S30R-Authorised
F) Response :
RMF authorise a fix for S30R.
[END OF REFERENCE 34026281]
Responded to call type L as Category 56 -Live Fix Authorised
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:27-Mar-2003 11:55:00 User:Lionel Higman

The Call record has been transferred to the Team: Audit-Dev
Hours spent since call received: 0 hours

Date:27-Mar-2003 14:44:00 User:Bryan Muir

The Call record has been assigned to the Team Member: Bryan Muir
Hours spent since call received: 0.1 hours

Date:28-Mar-2003 15:26:00 User:Bryan Muir

The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0303190746
Other : JHAudit
T Work Package : PWY_WP_16251
Work Package : PWY_WP_16252
F) Response :
Code and procedure amended.
[END OF REFERENCE 34051434]
Responded to call type L as Category 48 -Fix Released to PIT
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: Dev-Int-Rel
Hours spent since call received: 3.0 hours

Date:16-Apr-2003 09:10:00 User:Miho Fujii

The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0303190746
Other : JHAudit
Work Package : PWY_WP_16251
Work Package : PWY_WP_16252
T Fast track fix : FSTK_2_0_WP16251 & 16252

Date:16-Apr-2003 09:11:00 User:Miho Fujii

The Call record has been transferred to the Team: Live Supp.Test
Hours spent since call received: 0 hours

Date:01-May-2003 11:15:00 User:John Budworth

The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0303190746
Other : JHAudit
Work Package : PWY_WP_16251
Work Package : PWY_WP_16252
T Fast track fix : FSTK 2 0_WP16251 & 16252
Release PinICL : PC0090083
Release PinICL : PC0090085

Date:14-May-2003 16:12:00 User:John Budworth

F) Response :
WP_16251 (Audit Server) and WP_16252 (Audit Wkstn) were applied to live today
14/5/03. Routing call to call logger for closure.
[END OF REFERENCE 34550383]
Responded to call type L as Category 60 -S/W Fix Released to Call Logger
Hours spent since call received: 0 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:15-May-2003 08:39:00 User:Barbara Longley

F) Response :
14/05/2003 17:12:31 - By John Budworth - RMF
WP_16251 (Audit Server) and WP_16252 (Audit Wkstn) were applied to live today
14/5/03. Routing call to call logger for closure.
Closing call back to Call Logger as S/W Fix Released to Call Logger
[END OF REFERENCE 34553523]
Responded to call type L as Category 60 -S/W Fix Released to Call Logger
Hours spent since call received: 0 hours
CALL PC0088573 closed: Category 60, Type L
The response was delivered to: PowerHelp

Date:15-May-2003 08:45:00 User:_Customer Call_

Date and time complete: 15/05/2003 09:49:30
Service Complete (Confirmation) Received

Root Cause	Development - Code
Logger	_Customer Call_ -- EDSC
Subject Product	Infrastructure -- Audit (version unspecified)
Assignee	_Unassigned_ -- EDSC
Last Progress	15-May-2003 08:45 -- _Customer Call_